

In the claims:

1. (As Amended) A method of determining a language of used by an automatic call distributor to route a call with a customer handled by an automatic call distributor, such method comprising the steps of:

detecting the call with the customer of the automatic call distributor;

sampling an audio portion of the call with the customer;

fitting a plurality of audio templates to the sampled portion of the call;

determining a language of the call based upon a best relative fit between one of the plurality of audio templates and the sampled portion of the call; and

routing the call to an agent of the automatic call distributor based upon the determined language of the call and upon one of the group consisting of the identity of the customer and the number called by the customer.

2. (As Amended) The method of determining a language routing the call as in claim 1 wherein the audio templates further comprises audio language templates.

3. (As Amended) The method of routing the call determining a language as in claim 1 further comprising the step of routing the call to a response service based on the language of the call.

4. (As Amended) The method of routing the call determining a language as in claim 3 wherein the step of

routing further comprises selecting one of a group consisting of agents and voice response units.

5. (As Amended) The method of routing the call determining a language as in claim 1 wherein the step of routing further comprises selecting a default response service for servicing unidentified languages.

6. (As Amended) The method of routing the call determining a language as in claim 1 wherein the step of routing further comprises selecting a voice response unit having a plurality of stored language scripts.

7. (As Amended) An apparatus within an automatic call distributor with language recognition means for routing calls with customers, such apparatus comprising:

means for detecting a the call with the customer of the automatic call distributor;

means for sampling an audio portion of the call with the customer;

means for fitting a plurality of audio templates to the sampled portion of the call;

means for determining a language of the call based upon a best relative fit between one of the plurality of audio templates and the sampled portion of the call; and

means for routing the call to an agent of the automatic call distributor based upon the determined language of the call and upon one of the group consisting of the identity of the customer and the number called by the customer.

8. (Original) The automatic call distributor as in claim
7 wherein the audio templates further comprises audio
language templates.

9. (Original) The automatic call distributor as in claim
7 further comprising means for routing the call to a
response service based on the language of the call.

10. (Original) The automatic call distributor as in claim
9 wherein the means for routing further comprises means for
selecting one of a group consisting of agents and voice
response units.

b' 11. (Original) The automatic call distributor as in claim
10 wherein the means for routing further comprises means
for selecting a default response service for servicing
unidentified languages.

12. (Original) The automatic call distributor as in claim
9 wherein the means for routing further comprises means for
selecting a voice response unit having a plurality of
stored language scripts.

13. (As Amended) A method of routing a call with based
~~on a language of~~ a customer by a automatic call
distributor, such method comprising the steps of:

detecting the call with the customer of the automatic
call distributor;

determining the language of the customer;
routing the call to a response service based on the
language; and

routing the call to an agent of the automatic call distributor based upon the determined language of the call and upon one of the group consisting of the identity of the customer and the number called by the customer.

14. (As Amended) The method of routing a the call as in claim 13 wherein the determining step further comprises:

sampling an audio portion of the call;
fitting a plurality of audio templates to the sampled portion of the call; and

determining the language of the call based upon a best relative fit between one of the plurality of audio templates and the sampled portion of the call.

15. (As Amended) The method of routing a the call as in claim 13 wherein the determining step further comprises identifying the customer of the automatic call distributor based upon an ANI as a repeat customer and accessing a database that stores the language of the repeat customer of the automatic call distributor.

16. (As Amended) The method of routing a the call as in claim 13 wherein the determining step further comprises basing the determining, in whole or in part, on a surname of the customer of the automatic call distributor.

17. (As Amended) The method of routing a the call as in claim 13 wherein the determining step further comprises basing the determination, in whole or in part, on marketing information associated with the customer of the automatic call distributor.

18. (As Amended) The method of routing a the call as in claim 13 wherein the determining step further comprises basing the determination, in whole or in part, on a geographic location associated with the customer of the automatic call distributor.

19. (As Amended) An apparatus for routing a call with a customer within an automatic call distributor with language recognition means such apparatus, comprising:

means for detecting a the call with the customer of the automatic call distributor within the automatic call distributor;

means for determining a language of a the customer; and

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means for routing the call to an agent of the automatic call distributor based on the determined language of the call and upon one of the group consisting of the identity of the customer and the number called by the customer.

20. (As Amended) The apparatus as in automatic call distributor of claim 19 wherein the determining means further comprises

means for sampling an audio portion of the call; means for fitting a plurality of audio templates to the sampled portion of the call; and determining the language of the call based upon a best relative fit between one of the plurality of audio templates and the sampled portion of the call.

21. (As Amended) The ~~automatic call distributor~~ ~~of apparatus as in~~ claim 19 wherein the determining means further comprises means for identifying the customer of the automatic call distributor as a repeat customer and means for accessing a database of the automatic call distributor that stores the language of the repeat customer of the automatic call distributor.

22. (As Amended) The ~~automatic call distributor~~ ~~of apparatus as in~~ claim 19 wherein the determining means further comprises means for basing the determination, in whole or in part, on a surname of the customer of the automatic call distributor.

23. (As Amended) The ~~automatic call distributor~~ ~~of apparatus as in~~ claim 19 wherein the determining means further comprises means for basing the determination, in whole or in part, on marketing information associated with the customer of the automatic call distributor.

24. (As Amended) The ~~automatic call distributor~~ ~~of apparatus as in~~ claim 19 wherein the determining means further comprises basing the determination, in whole or in part, on a geographic location associated with the customer of the automatic call distributor.

25. (New) A method of routing a call with a customer handled by an automatic call distributor, such method comprising the steps of:

detecting the call with the customer of the automatic call distributor;

identifying a language used by the customer based upon information associated with the call; and

routing the call to a resource of the automatic call distributor based upon the identified language of the call and upon one of the group consisting of the identity of the customer and the number called by the customer.

26. (New) The method of routing the call as in claim 25 further comprising sampling an audio portion of the call and fitting a plurality of audio templates to the sampled portion of the call.

27. (New) The method of routing the call as in claim 26 further comprising analyzing a voice pattern of an initial greeting provided by a customer of the automatic call distributor and comparing the initial greeting with sample greeting patterns provided in different languages to determine the language of the customer.

28. (New) The method of routing the call as in claim 25 further comprising using Automatic Number Identification service and a database to make an initial determination of the language of a calling customer.

29. (New) The method of routing the call as in claim 28 wherein the database further comprises a surname database.

30. (New) The method of routing the call as in claim 28 wherein the database further comprises a geographic database.

31. (New) The method of routing the call as in claim 28 wherein the database further comprises a marketing information database.

b' 32. (New) The method of routing the call as in claim 28 wherein the database further comprises a repeat customer database.
